

Commonwealth Currents

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Governor's Awards Highlight Array Of Talents Displayed By State Employees

Gov. Mark R. Warner praised the commitment to public service and community involvement of 40 state employees during ceremonies at the Executive Mansion as part of Virginia Public Service Week in May.

"These awards attest to the high caliber of employees serving the public in Virginia," the Governor said.

Looking back over the 17 months since he took office in January 2002, the Governor said, "I have been impressed time and again by the resourcefulness of state employees. Whether it has involved dealing with a \$6 billion deficit, a drought, rampaging floods in Southwest Virginia or meeting the everyday challenges of doing more with less, state employees have always come through."

The Governor expressed appreciation for the role the Virginia Credit Union played in helping sponsor the annual Awards program.

"This year marks the 75th anniversary of the founding of the credit union by a group of volunteers, working out of an office next door in the Finance Building. That first \$5 share in 1928 has grown to more than \$1 billion in assets over the years. Thank you again for your support and the services you provide state employees," he said.

The award recipients were presented engraved bowls and a \$500 check from the credit union. The recipients were:

Agency Star

**Todd Christensen, Associate Director
Department of Housing & Community Development**

Todd Christensen exemplifies the Department's core values of responding to clients' needs and concerns, bringing people together to solve problems and serving as a partner to improve the quality of life in Virginia's communities since joining DHCD in November 1981. It is in times of emergency and crisis that Todd can be counted on to bring relief to those affected by the ravages of nature.



In May 2002, the community of Hurley experienced devastating flash floods and many residents lost everything – including their homes. Approximately 100 families were displaced after the flood and close to 50 of the affected homes were damaged so badly that they had to be replaced.

Todd volunteered to help and spent many long days, nights and weekends meeting with local officials, community residents and other relief agencies, helping develop a strategy to assist residents in repairing their homes or to create new housing opportunities in the community for those who could not relocate back to their existing sites.

Last year's drought caused critical water shortages in many areas of the state. Todd devised a strategy to help the 6,000 families dependent upon shallow wells that had gone dry. He developed a proposal to use \$2.5 million in existing state and federal funding to establish the Dry Well Replacement Program, launched by Gov. Warner last November. Thirty-seven localities are now participating in partnership with DHCD to provide replacement wells to families who lost their water sources due to the drought.

Todd's commitment to improving communities across Virginia has been evident throughout his tenure at DHCD. He personifies DHCD's mission to improve the quality of life in Virginia's communities.

The Governor's Award for Career Achievement

Harry Lee, District Location & Design Engineer

Department of Transportation

Harry Lee began his career with the Virginia Department of Highways in 1956 as an Engineering Draftsman Aide. His career has been highly focused because of his intense interest in engineering and design. He set up the first information technology section in the district and designed the first computerized project to go to construction in the state.

He also developed a computer system that estimated very closely to actual project costs at completion. The system Harry was using gave the department a great start toward the development of a statewide cost estimating system, which promises accurate, well-documented project costs by providing a method for developing estimates.

Over the years, Harry has been involved in almost every major transportation project in the Fredericksburg District, including the original design of the Interstate System, the redesign of that system and now improvements for the third time. His career has led him to work on toll plazas, parking lots, salt retention ponds, and projects varying in cost from \$50,000 to over \$130,000,000.

His career with VDOT spans more than 46 years, having worked for the "Department of



Highways," the "Department of Highways and Transportation," and finally "VDOT." A quote from a co-worker sums up Harry's work ethic: "The uncanny thing about Harry Lee is that he is always willing to do things better, inviting change along the way. He never loses his composure, never takes things personal, and is always on an even keel because he knows what he is after is the right thing to do!"

The Governor's Award for Customer Service

Mary Ferrate, Student Services Coordinator

University of Virginia

Mary Ferrate has become identified with the Bachelor of Interdisciplinary Studies Program's reputation for excellence in student services. She sets the tone with her genuine warmth, sensitivity, and unusual knack for connecting with people, and she sets the standards with her unalterable focus on each student's success.

Her aim is to provide an environment in which every student thrives and feels embraced by the University. One significant result is the 85-87 percent retention rate of BIS students, remarkable for a nontraditional program, and particularly in UVA's quite traditional culture and structure.

Another component of Mary's work is oversight of the marketing plan and budget. Mary has been impressive in efficient use of those funds, all the time finding ways to multiply the impact of each dollar. She is prepared to do something herself or find volunteers rather than pay a service to do the task.

Mary consistently gives 150 percent and is willing to go beyond the strict definition of her job to support the overall mission of the program. She truly shines in her ability to work with students on an individual basis. As a single mother who returned to



graduate school mid-life and mid-career, Mary personally understands many of the challenges facing our adult students and is equipped with the patience, wisdom and empathy to assist them on this academic journey.

Like an effective parent, she has that knack for finding the right balance between nurturing support and "tough love." She can calm the angry, comfort the overwhelmed and reassure the discouraged or confused. She is a true professional who always is willing to go the extra mile for her colleagues and her students.

The Governor's Award for Innovation

**Sue-Sheila Keener, Director, Office of Workers' Compensation
Department of Human Resource Management**

Sue-Sheila Keener has spearheaded a statewide workers' compensation program that has saved over \$34 million in net cash flow savings over the past four years while reducing by a third the number of lost-time claims filed by state employees.

The public-private partnership she helped forge resulted in the program receiving one of eight national Innovation in State Government awards from the Council of State Governments. The program received the award because of innovative approaches to workers' compensation: Experienced-based premiums; agency-focused safety training; a "work-as-therapy" model that encourages injured employees to return to work sooner through agency-designed transitional work assignments; and a public-private partnership approach to case management.

Ms. Keener has worked to put a "heart" into the program by changing important, but simple, things such as what people call each other (claimant to injured worker and adjuster to benefit coordinator) and making sure that there was total openness about the availability of workers' compensation benefits.



These types of cultural changes have improved relationships and created an environment where an employee is less hostile and heals faster because claim handling stress has been removed, which in turn increases cooperation with the return-to-work program.

With her 28 years of experience in risk management and workers' compensation in both the public and private sectors, Ms. Keener fashioned a program that simultaneously addresses a range of issues. The model for changing how a workers' compensation program operates in the public sector was built here in Virginia.

The Governor's Award for Community Service and Volunteerism

**Barry Dula, Equipment Repair Manager
Department of Transportation**

At the extreme western border of Augusta County lies the small community of Deerfield. Located up to forty miles from medical care, libraries, schools and other government services, volunteers are the lifeblood of this community. Barry Dula is one of the volunteers who makes a big difference.



In 1964, Barry and several other community-spirited individuals worked very hard to raise funds to establish the Deerfield Volunteer Fire Department and Rescue Squad. Barry continues his service to this organization today as a First Responder in the rescue squad.

Barry has used the local Ruritan Club as a vehicle to successfully improve the quality of life in his small community. It is not uncommon to find Barry and other club members installing a new roof on a widow's home, holding fund raisers to finance community projects, spending many hours at the ball field, working with the youth of the community, assisting shut-ins and performing other worthy activities.

When the county government determined that the Deerfield school would be closed due to decreasing numbers of students, Barry was instrumental in convincing the county to transfer ownership of the building to the community. He worked diligently to turn the school into a community center and a branch library.

Barry is also very active in volunteer work with his local church, teaching Sunday school, serving on boards and serving as a deacon for 30 years.

Barry is simply an outstanding citizen who has given and continues to give to our great Commonwealth.

The Governor's Award for Workplace Safety

Roger White, Trades Manager I

Department of Taxation

One weekend last summer, Roger was called from home to investigate a burning smell at the Department's facility on West Broad Street after the power had failed due to a lighting strike in the area. His quick work saved the Commonwealth thousands of dollars by determining that electricity had not restored one of the three-phase services to the building, causing several large pieces of equipment to malfunction and literally grind to a halt and burn up. Had the equipment continued to operate with low voltage, the equipment could eventually have burned and ignited a fire in the building.

While waiting 17 hours for service to be returned, Roger called in several contractors and, working side by side, they were able to repair the damaged equipment so that normal operations were restored for work on Monday morning.

Recently, a fire occurred at 4 a.m. at another of the agency's West Broad Street locations. Roger was called to the scene for assistance and was instrumental in limiting the impact on department employees by recommending actions to the building management that reduced smoke impact and damage to HVAC impairment. Agency employees were able to return to work on Monday, even though the rest of the building was closed.



Roger White constantly displays a commitment to the safety and well-being of his co-workers and in every instance his service is rendered in a highly knowledgeable, intelligent and informed manner with a keen, balanced sense of the highest degree of professionalism.

The Governor's Award for Teamwork

**Division of Consolidated Laboratory Services, Emergency Response Team
Department of General Services**



During the past year the Emergency Response Team, an ad hoc team of several disciplinary groups, responded with outstanding performance to receive, process and report out timely results for massive numbers of chemical and biological submissions to DCLS in the aftermath of September 11th. The units – Chemical Terrorism Response, Biological Terrorism, Assessment, Safety, and Communication – rapidly became a new team dedicated to the safety of the citizens of the Commonwealth.

Initially, the Chemical Terrorism Response Team handled chemical samples. During the week of Oct. 4, 2001, after the first news of Anthrax was released, DCLS began receiving even more samples. During the peak week of Oct. 16, more than 160 suspected Anthrax samples were received.

Groups tasked with different areas of responsibility moved quickly to respond to this increased workload, which included night and weekend submissions and testing.

The Laboratory Response Network processed over 800 samples, with three testing positive for Anthrax. Samples were received from the U. S. Postal Service and the Library of Congress.

All of the units worked together to receive samples, log results and communicate with first responders, while performing the appropriate chemical and biological testing. The Emergency Response Team responded to the need of Virginia's citizens in a time of distress. They serve the Commonwealth as the paradigm of teamwork.

Governor Salutes State Employees For Suggestions

Governor Mark R. Warner used the last day of the 2003 fiscal year to salute state employees for their willingness to offer suggestions on how to cut expenses and make Virginia government more efficient.

During a ceremony on June 30 in the garden of the Executive Mansion, Gov. Warner said he was “pleased we were able to partner with our hard-working state employees to seek out waste, duplication of effort and other ideas that promote efficiency and customer service – and save money.”



Gov. Warner thanks employees for their suggestions during ceremonies at the Executive Mansion.

In his remarks, the Governor noted that millions of dollars in savings have been realized from making greater use of technology, ending the printing of newsletters and other publications and curtailing travel by making greater use of teleconferencing.

The Governor said suggestions came from several sources, including the Governor's Web site, the ASK WHY program sponsored by the Virginia Governmental Employees Association and the Employee Suggestion Program.

At the event, the Governor saluted nine employees for their “willingness to challenge the status quo and question policies and procedures that have outlived their usefulness,” he said.

Those employees recognized were:

- Brian Newbern, Sr., a computer systems engineer with the Department of Corrections, who calculated that his agency alone could save over \$400,000 a year if computers were turned off at night and on weekends.
- David Solomon, a corrections officer with the Department of Corrections, suggested eliminating free warden housing in Department of Corrections facilities and selling the unused real estate.
- Laurie Nelson, senior internal auditor at the Virginia Retirement System, learned of the "Blue Card" program allows access to Blue Cross/Blue Shield participating providers nationwide.
- Alan Brewer, Department of Health, Loudoun County, suggested eliminating duplicate data entry into the Loudoun County Land Management System and again in the state Department of Health Environmental Health System, resulting in annual savings of \$80,000 in Loudoun County.

- Tony Griffin, Department of General Services, suggested forgoing the costs of purchasing, lighting and decorating the annual holiday tree at the Capitol. Instead, an existing tree on Capitol Square was used, saving \$15,000.
- Bonnie K. Hutchison, Department of Motor Vehicles, determined that an automated system for ordering personalized license plates resulted in the payment of higher fees to DMV. As a result of her suggestion, the agency will save more than a quarter-million dollars over a 10-year period.
- Paul Prissel, Department of Employee Dispute Resolution, headed up a cross-agency team to develop an on-line grievance form, ending a years-old paper process. Other agencies involved were the Departments of Human Resource Management, Health, Corrections and Mental Health, Mental Retardation and Substance Abuse Services. The work he and his team did will save the Commonwealth at least \$100,000 annually and make more efficient use of technology in the workplace.
- Jose Gomez and Michael Sprinkel, Virginia Department of Transportation, developed innovative bridge designs that resulted in \$1 million in construction funding from the Federal Highway Administration. The designs have the potential to double the service life of bridge components and save millions of dollars annually.
- Patricia Hughes, of the Department of Corrections in Big Stone Gap, was also recognized for submitting 19 ASK WHY suggestions, the largest number of submittals from any one employee.

Employees can continue to submit cost-cutting suggestions through the Employee Suggestion Program. For more information about the program, click here <http://esp.dhrm.state.va.us/>.

VDOT Tutors Help Students Boost SOL Scores Through PASS Program

Twenty-five Virginia Department of Transportation employees helped make a crucial difference in the educational progress of students at John F. Kennedy High School in Richmond when they volunteered as tutors to help boost math and science scores on the Standards of Learning tests.

The time spent with the students paid off. JFK Principal Frank Butts said the tutoring “really made an impact” on students’ scores, based on preliminary results released at the end of the school year.

VDOT became involved in Governor Mark R. Warner’s Partnership for Achieving Successful Schools (PASS) program earlier this year. The PASS initiative is aimed at improving student achievement in public schools that are failing to meet state standards of learning in math and English, and provides an unprecedented amount of state assistance to schools across the state.

When the call went out for volunteers, “there was an extraordinary response” from agency employees, said Dan Saverline, who coordinated the program for the agency.

In addition to tutors, VDOT employees also volunteered to serve as mentors to JFK students, participate in student achievement.

“The biggest push was in math [tutoring],” Mr. Saverline noted. “That’s where the SOL challenge was the greatest and what was given the most concentrated effort.”

JFK, located in Richmond’s East End, is but one of the more than 100 schools across the Commonwealth targeted for special assistance to meet state education standards.

According to JFK’s principal, the majority of the school’s 750 students come from economically or domestically stressed homes, with 80 percent of the students qualifying for the subsidized lunch program. Taken together, the stresses on the students to achieve leaves them “waving their hands saying ‘Help me, help me,’” he said.

Help is what the VDOT employees provided, once agency management approved participation in the program. “We didn’t launch the program without estimating the [time] that would be involved,” Mr. Saverline noted. “It wasn’t that exorbitant and didn’t interfere with work.”

As an extra incentive to achieve, VDOT sponsored a career day for 40 sophomores and juniors interested in engineering and Earth science that included a



Julius Volgyi, assistant director, Structure and Bridge Division, VDOT, talks with students from John F. Kennedy High School about the construction of the I-95 James River Bridge in Richmond.

teamwork/communications exercise, videos and presentations, tours of VDOT headquarters and the structural underpinnings beneath the I 95 overpass in Downtown Richmond and interactive displays by VDOT divisions to learn about the aspects of work in the transportation industry.

“The theme was ‘Look at all the fun things the work world can offer if you apply yourself to academics,’” Mr. Saverline said. “We wanted to refocus their approach to drudgery course work to convey that learning is the key to the opportunity to do fun things.”

Mr. Butts, the school principal, said the students “came back very enthusiastic” about the daylong event. The students “have never had the opportunity to stand under a bridge and see what it takes to build one. To make learning happen, you have to reach them before you can teach them. This program helped that process.”

Sixty-six students received tutoring, that, along with the 40 who attended career day, means that VDOT volunteers have touched the academic lives of 106 (or 14 percent) of the JFK student body. Mr. Saverline said VDOT’s involvement with JFK “is an engagement we look forward to continuing within the PASS program. If we lit a fire of enthusiasm under one or more of these students then it can spread. This school has a lot of heart.”

To learn more about the PASS program and how agencies can participate, visit <http://www.passvirginia.org>.

Virginia Department of Aviation Has Richmond School Children Looking To The Sky

Employees of the Virginia Department of Aviation embarked last year on a community outreach Adopt-A-School initiative to strengthen the Department’s partnerships in the community.

The program has allowed the Department to develop a relationship with Donahoe Elementary School’s second through fifth grade by giving the staff a chance to mentor a class, raise awareness about aviation to youth and help boost academic performance.

Numerous agency employees have commitments to the program allowing all classes to have a designated department employee throughout the school. These visits are accomplished through lunch and classroom visits and various other school sponsored activities.

“The Department of Aviation has been wonderful to work with,” said Donahoe Principal Dr. Nelson. “Its employees have really made a great effort to be active with our young people.”

Recently the staff went to Donahoe for a culminating year-end visit. Agency Director Charles Macfarlane has been taking helicopter pilot lessons and is a member of the program, mentoring one of the second grade classes. Along with Rob Roberts, a traffic reporter for a Richmond television station, Director Macfarlane flew a helicopter to the school. The visit gave all the children a chance to peek at the whirly bird, sit inside and ask questions of Charles and Rob about flying.

“This program is a wonderful way to get involved with the local community,” said Mr. Macfarlane. “Our employees really enjoy seeing these kids get so excited about aviation.”

The Department plans to continue the program during the next school year.

Receiving Treatment From One Primary Physician Makes Sense

Under the new COVA Care plan that went into effect July 1, members will no longer designate a primary care physician (PCP) or be required to obtain a referral to a specialist. Employees and family members will pay the \$25 PCP co-payment when seeking care from any physician in the provider network who is in general or family practice, pediatrics or internal medicine. The \$35 specialist co-payment will apply to office visits at any other in-network provider.

Although the plan does not require that a PCP be designated, there are several reasons why it is important for members to use one primary physician to coordinate their health care:

- Maintaining personal medical records in one location facilitates treatment, wellness and prevention of illness;
- Any medical problems are caught earlier because of the doctor's prior knowledge of an individual's medical history;
- Primary doctors can recommend specialists in the plan's provider network; and
- One primary doctor can better coordinate emergency care, medical review (pre-authorization) for some medical services, and prior authorization for some prescription drugs.

In addition to specific medical reasons, many members may want to continue the relationship they have established over the years with one primary doctor. Above all, it is important to be comfortable with a physician and confident about your medical treatment.

Open Enrollment Breaks Records

More than 62,000 health plan elections were processed during Health Benefits Open Enrollment this spring, a Department of Human Resource Management record and nearly 50,000 more than in 2002. About 63 percent of those eligible for health benefits made Open Enrollment changes in 2003.

Changes made in EmployeeDirect increased more than 100 percent over the same period last year. Late May statistics indicate that about 44 percent of total elections in 2003 were through EmployeeDirect compared to 18 percent during the 2002 spring Open Enrollment period.

Online enrollment received strong scores from system users. Ninety-three percent of respondents to an online EmployeeDirect survey rated EmployeeDirect as easy or very easy to use, and 96 percent considered the information presented useful or very useful.

New Health Benefits “Owner’s Manual” Makes The Complex Easier To Understand

Complex health coverage issues are explained to Commonwealth of Virginia employees in their new COVA Care Member Handbook in the style of an “owner’s manual” similar to the one for an automobile. Just as a new car owner needs to get acquainted with the details of a new vehicle, the new format features easy-to-understand answers to health care questions rather than the standard legal language.

The new Member Handbook features an alphabetical listing of the medical services covered, a comprehensive index and a summary of benefits.

Members referencing the summary of benefits will find: Services listed alphabetically; what the member pays for services (deductibles, co-payments and coinsurance); and page numbers for further explanations. To view the COVA Care Member Handbook go to www.dhrm.state.va.us/compandbenefits.html.

VSDP Helps Protect Employee Paychecks

Knowing that she needed ankle replacement surgery did not make Susan Cole happy. Knowing that she would not miss a paycheck during her two-month convalescence did.

Ms. Cole, a fiscal tech senior with the Department of Corrections, used the Virginia Sickness and Disability Program (VSDP) to protect her paycheck. The benefit for classified employees covered by the plan provides at least 60 percent of their pay during a sickness and injury lasting more than seven work days.



Susan Cole learned the value of VSDP when she had surgery.

“It was just fantastic,” Ms. Cole said. “I did not lose any pay. I would recommend it to everybody.”

Receiving the protection VSDP offers begins with a phone call to CORE, the third-party administrator of the program for the Virginia Retirement System. After answering a few questions, employees accessing VSDP will receive an information packet that includes a medical release that must be signed and returned before processing of the claim can begin.

As in Ms. Cole’s case, it is best to call **before** being absent from work, and pregnant women are encouraged to call as soon as they are notified of their due dates. Notifying CORE is the responsibility of the covered employee or immediate family members.

Emergency surgery or a disabling accident are still covered by VSDP, but CORE must be notified **within 14 days** of the date of the surgery or injury. CORE will not pay benefits for more than 14 days prior to the date the disability was reported to VSDP.

Once CORE opens a case file, the employee's agency is notified of the absence. However, the employee is still responsible for following agency policies regarding absenteeism and notifying a supervisor. CORE also contacts the treating physician for clinical information after the medical release form is returned.

Though individual circumstances will differ depending on length of service, classified employees covered by the program receive all or part of their regular pay while on VSDP. Agency human resource offices have detailed information.

In Susan Cole's case, she used appropriate accrued leave to make up the difference between her reduced VSDP supplement and her regular salary.

Classified employees who joined the Commonwealth's workforce after July 1, 1999, are automatically enrolled in VSDP. Longer-term employees had the option then and again in the fall of 2002 to become part of the program, a choice that Ms. Cole made.

"I figured it was better to be safe than sorry," she said. "This was a better option than using up all my sick leave."

For further information about VSDP, go to <http://www.varetire.org/BenefitPlans/Disability.html>.

Deleting E-Mail Can Be No Laughing Matter

By Bob Nawrocki

Library of Virginia

When we log onto our computers every morning, most of us are faced with numerous unread e-mails in our mailbox. There may be a memo from your supervisor, messages about an upcoming blood drive, a message from your sister or the latest joke going around.

You read and delete each of these e-mails and move on to the rest of your work. The delete button is your friend. Much better than having a bunch of old e-mails cluttering up your computer.

A week later your supervisor announces, at a staff meeting, that there has been a Freedom of Information Act (FOIA) request for all documents, including e-mails, about a project on which you are working.

You speak up, saying that you don't bother keeping e-mails since they aren't records. Your supervisor looks at you and asks you if you realize that they are records and should be retained according to the agency's records retention schedule and that you will have to explain to the lawyers why you didn't keep those e-mails.

Even worse, it will cost several thousand dollars to recover those e-mails from the back-up tapes.

The above scenario is not fiction. Each day, as part of FOIA requests or litigation, employees are being asked to produce relevant e-mails – e-mails that fall under the auspices of the Virginia Public Records Act.

A common misconception is that e-mail is not a record. E-mail is a modern way of delivering correspondence electronically. The key is not the envelope (e-mail) but the content of the information that determines whether e-mail is a record.

Think about it: E-mail can be a notice of an upcoming blood drive, a short note about a project, a memorandum, and acts as proof of delivery as well as a tool for delivering reports, spreadsheets or presentations.

The Virginia Public Records Act defines a record as “recorded information that documents a transaction or activity by or with any ... public officer...regardless of physical form...if it is produced, collected, received or retained...in connection with the transaction of public business.” If your e-mail falls into this category it is a record and has to be managed as such.

The Library of Virginia is mandated by the Code of Virginia to provide guidance and assistance to state and local agencies for the management of their records. The Records and Information Management staff develop records retention schedules which detail the types of records created and how long those records have to be retained.

These retentions can be short – “as long as administratively necessary” – to “permanent, send to the archives.” These schedules can be found at http://www.lva.lib.va.us/whatwedo/records/sched_state/index.htm

Each of us has the responsibility to manage our e-mail records in an effective and efficient manner. One of the best ways to do so is to manage your e-mail locally and store



it on either a local server or on your own personal computer. Here are some tips on how to manage your e-mails:

- Deal with your e-mail as you read it. If the e-mail is not a record, and not needed, delete it immediately.
- Create a series of folders on your e-mail home page for each subject and project and date them. This makes it easier to retrieve e-mail on a particular subject and by dating them you can delete the folders once their retention has expired.
- Be sure to back-up your locally stored e-mail in case your personal computer suffers a hard drive crash.

E-mail is an important communication tool for state employees. But like all tools, it has to be used appropriately.

Find the Information You Need Online Through Library Of Virginia Databases

Finding accurate, timely information helps you do your job better and faster. Quick access to reliable information also can help you as you go through life's crises from an unexpected health problem to your child's due-the-next-day science project. If you have a public library card and access to the Internet, you can find what you need at www.finditva.com.

"Find It Virginia" is a gateway to more than 15 full text databases of useful, accurate and free information. Using Find It Virginia, you can locate magazine and newspaper articles, encyclopedias and other reference works, TV and radio transcripts, company information and investment reports, health and wellness information, and homework help, plus photos, charts, maps, diagrams and illustrations. Most of this information is not available free through the Internet, but with your public library card, you can save, download, print and e-mail articles.

By searching the *BigChalk* database, you can find articles from current and past issues of the **Richmond Times-Dispatch**, **The Roanoke Times**, **Virginian-Pilot**, and **Washington Post**. Also included are TV and radio transcripts from national networks like ABC, CBS, CNN and NPR.

Job seekers, researchers, students and investors can use the *Business and Company Resource Center* to find company profiles and histories, investment reports, financials and rankings, and current news articles.

For example, if you need to know the names of financial services companies doing business in Virginia, you can quickly narrow your search by state and "financial services." From there you will be able to see both parent and subsidiary companies, or limit your search to specific topics like "Operations & Technology" or "Sales & Marketing."

Another highly specialized database providing accurate information is the *Health and Wellness Resource Center and Alternative Health Module*, which includes a medical dictionary and encyclopedia, prescription drug information through a "Drug and Herb Finder" and full text articles from both consumer health and fitness magazines and referred scholarly journals.

Parents and students alike will appreciate the value of quality online information from the *SIRS Knowledge Source* and *SIRS Discoverer* which focus on curriculum support for

those inevitable late night homework sessions. A keyword search guides researchers to articles selected and indexed by SIRS staff researchers, assuring age appropriate, high quality content.

The Tool Box found in the *InfoTrac Kids* and *InfoTrac Junior* databases provides worksheets on judging information, choosing a topic, and organizing and writing a report. Both databases also provide full text magazine and newspaper articles. When “it’s due tomorrow,” Find It Virginia is invaluable.

To find an answer quickly you can visit specialized resources like *General Reference Center Gold*, which offers “one-stop shopping.” If your teenager is having a hard time finding information for his term paper, then *Contemporary Literary Criticism* with critical essays on 250 of the most studied authors in American high schools is your best bet or try Expanded *Academic ASAP*, which indexes scholarly journals.

Find It Virginia is part of the “Infopowering the Commonwealth” initiative, a cooperative project of the Library of Virginia and Virginia's public libraries, which promotes and supports public access computing, Internet connectivity and quality information resources in all Virginia public libraries.

Through Find It Virginia all the residents of the Commonwealth have equal access to essential resources for lifelong learning. Visit www.finditva.com today to find the answers to your questions.

For more information, training, or a demonstration of Find It Virginia, please contact Audrey Kelly or Carol Adams at The Library of Virginia, Library Development and Networking Division, 800 East Broad Street, Richmond, VA 23219 or call (804) 692-3993.

Most Employees Will Receive Pay Boost

Classified and other salaried employees will receive a 2.25 percent pay raise effective Nov. 25 and showing up on Dec. 16 paychecks. The raise is the first granted state employees in three years.

Under guidelines developed by the Governor and General Assembly, employees who have been rated as “Contributor” or “Extraordinary Contributor” during their most recent performance evaluation will be eligible for the increase.

Classified employees hired or rehired between Oct. 25, 2002 and July 24 of this year must have performance evaluations completed on them by Oct. 24 to be eligible for the raise. Agencies may also choose to do performance evaluations on employees hired or rehired between July 25 and Oct. 24 of this year to make them eligible for the raise.

Earlier this year, Gov. Mark R. Warner told about 200 state workers at the third Governor’s Employee Forum that the raise was “a promise we will keep.” The General Assembly later ratified the Governor’s amendment authorizing the 2.25 percent pay hike.

Management Training Program Receives National Certification

The Certified Public Manager (CPM) program offered by the Department of Human Resource Management has received national certification from the National Certified Public Manager Consortium.

The program prepares public employees to assume management roles through 300 hours of class work and projects. By the end of the program, participants will have developed a range of competencies, including planning, communication, resource management and organizational awareness.

Employees who have attended the Commonwealth Management Institute and the Virginia Executive Institute can get elective credit with CPM. For more information, visit <http://www.dhrm.state.va.us/training/cpm/cpmhome.htm> or contact Debbie Jackson at (804) 225-2275.

VDOT Engineer's Hobby Helps Raise Money For 2002 CVC Campaign

Cooper Wamsley didn't realize at the time that a hobby he picked up five years ago would help raise money for the Commonwealth of Virginia Campaign (CVC), the annual employee-giving program.

Mr. Wamsley, an engineer with the Virginia Department of Transportation for 18 years, donated a half hour of bagpipe serenading for the agency's silent auction. The final bid for his services was \$50.

Through a combination of activities like silent auctions, chili cook offs, writing holiday letters from the North Pole for children and employee rallies, CVC raised nearly \$3.1 million in contributions from over 19,000 state employees.

"The results were wonderful," said Janet Brooking, CVC Director. The success of the 2002 campaign "speaks to the very strong network of employee volunteers who are committed to making the program a success and committed to their communities."



VDOT Engineer Cooper Wamsley volunteered 30 minutes of bagpipe music to help raise funds for the Commonwealth of Virginia Campaign

CVC officials worried before the kickoff of last fall's campaign that contributions could sag by as much as 25 to 30 percent, mirroring similar declines in charitable giving nationwide. The final CVC tally was about 11 percent less than the 2001 total, officials said.

Governor Mark R. Warner personally thanked more than 200 CVC volunteers during a recognition ceremony in Richmond in February. He also took part briefly in presenting awards to representatives of agencies with more than 50 percent employee participation.

Ms. Brooking said the success of the campaign is due to the caring nature of state employees. "People who work in the public sector do so because it's more than a job to them," she said. "They are committed to serving the public and that leads them to being concerned about their fellow citizens and their needs."

Over 1,000 non-profit organizations are eligible to receive CVC donations, with additional organizations related to safety and security and historic preservation being added this year at the request of state employees.

Mr. Wamsley said the donation of his time on behalf of CVC fits his bag piping activities as part of the Pipes and Drums of Greater Richmond, a group of musicians who perform at various community events in Virginia and elsewhere. "I do it as volunteer work to support communities," he said.

He practices 30 to 45 minutes a day on his bagpipes, a process that involves "doing a lot at the same time. Keeping four reeds going is a lot more involved than

walking and chewing gum at the same time. [But] I find it relaxing and therapeutic, a great way to get over the challenges of the day.”

So far, none of his neighbors has grumbled about any noises coming from his house. “The only complaints come from my family,” Mr. Wamsley deadpanned.

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